

## POSITION SUMMARY

This position performs professional administrative work duties for and under the direction of the Administrator, Division of Management Services. The position provides assistance on complex division-wide or special agency projects and administrative matters including a variety of groups or committees that may require this position to attend and speak on behalf of the Administrator. Position is responsible for providing interpretations of departmental and division administrative policies to staff in carrying out their assigned functions. The position has significant latitude in managing project assignments (e.g., oversee plans, progress or deadlines; communications; outreach activities, etc.) to ensure smooth introduction or implementation; projects may be guided by laws, rules and departmental policy. The position serves a key role in liaison activities with a range of groups, organizations or committees, both on an internal and external basis. In conjunction, the position serves as a lead worker on facilities management project activities and direction. The position will also perform general office work for the Administrator.

This position maintains internal and external communications with division bureaus, department divisions, other state agencies, and the general public. The incumbent participates and makes recommendations on the internal operation of the agency, project priorities and division objectives. Work is performed under general supervision.

## GOALS AND WORKER ACTIVITIES

**55% Goal A: Provision of special administrative and policy assistance to the Division Administrator regarding division and/or department initiatives, projects, etc.**

- A.1 Provide support to the Administrator by working on special projects, including policy analysis, related to department programs and emerging initiatives/issues (e.g., information technology initiatives, building projects, business planning, etc.).
- A.2 Direct or perform analysis and monitoring of division policies and practices affecting the agency. Formulate options and develop policy or program recommendations to support decision-making by Division management. Note: This position is actively involved in not only developing recommendations, but also in the decision-making and implementation process regarding the Division's policy initiatives and assists in the entire process for agency wide policy.
- A.3 Review, analyze, and coordinate division and agency Memorandums of Understanding or Agreements that affect the division or other parts of the agency or its services. This includes working with division managers, administrators, legal staff and Office of the Secretary to ensure all necessary information is included in the MOU documents. Maintain agency MOU file.
- A.4 Assist the Administrator in developing and implementing project work plans that clearly identify objectives, participants, milestones, performance measures, anticipated completion date, etc.
- A.5 Conduct research in preparation for committee or internal agency management meetings. Present findings or committee updates. Participate in management discussions and provide input on project activities or committee actions.
- A.6 Counsel the Administrator and Bureau Directors on program procedures and areas of possible improvement, records/forms management, work plans, etc.
- A.7 Analyze procedures or problems, review recommendations with Administrator, and implement solutions or changes in procedures as requested by Administrator.
- A.8 Participate in the coordination of special division projects (e.g., division "customer service" evaluation, space planning, metrics, etc.). Review project results as part of the management team.
- A.9 Meet with division managers to review programs and processes, assisting in feasibility studies to evaluate their benefits.

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- A.10 Assist in researching alternative chargeback methods for internal costs affecting all divisions. Conduct cost analyses and research trends in the program area in consultation with the program managers. This may involve contacts with other state agencies.
- A.11 Perform other duties as assigned.

### 15% **Goal B: Provision of liaison services regarding policy or project communications, to agricultural organizations or other external work committees, etc.**

- B.1 Contact other internal and external parties or organizations to determine the business relationship between this agency and theirs to determine viability of agreement and impact on the agency.
- B.2 Meet with administrator, legal and other internal staff to discuss document revisions and issues to make a final determination on DATCP's role in the agreement.
- B.3 Communicate with external parties on the agency direction and work to finalize documents for final signature of either the division administrator or representative in the Office of the Secretary. Ensure all signatures are received and maintain agency copy.
- B.4 Respond to questions or inquiries regarding the agreements.
- B.5 Attend or serve as the division representative on various committees. Following committee meetings or after reading project documents, brief the Administrator and/or Secretary's Office on the pertinent issues/points of discussion and any upcoming activities. Committees may be internal or external based on agency projects and/or agreements with external parties or organizations.
- B.6 Participate as a member of the state's Privacy Council working with other agencies to identify and define consistent privacy practices and policies among state agencies.
- B.7 Coordinate agency practices relating to DATCP operations and privacy practices and rules governing agency programs.
- B.8 Meet with division privacy representatives to ensure consistent privacy practices and messages throughout the agency. This includes training new division's representatives as well as providing outreach information to all staff in the practices of the agency.

### 10% **Goal C: Provision of personnel management and related activities to the division.**

- C.1 Act as division liaison with the Agency Human Resources office on a variety of personnel topics (e.g., Leave Without Pay, Family and Medical Leave Act, Outside Employment, etc.)
- C.2 Perform functions to fill all Division vacancies which includes: submit requests to staff based on Administrator direction; provide input on position classification or work needs, coordinate and assist with recruitment activities (e.g., prepare PAR forms, place LTE or permanent job ads, consult on exam/interview topics, schedule interviews, etc.); prepare hire paperwork and office logistics (e.g., phone & computer set up); etc.
- C.3 Provide orientation for all new Division employees which includes: administrative policies, completion of personnel forms, basic benefits or submission of information in payroll & benefits systems (e.g., PeopleSoft), etc.
- C.4 Serve as a liaison to HR and obtain guidance to when employee relations items arise (e.g., explain grievance or complaint processes to staff; provide Compensation Plan or contract interpretations to management staff; direct the preparation and file maintenance of disciplinary records, etc.

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- C.5 Regulate the career development training program practices in the division. This would include: guiding supervisors as to the necessary criteria needed for reclassification purposes, timeliness, employment relations standards, etc.
- C.6 Coordinate the preparation of current position descriptions and/or standards for each division position. Serve as a liaison with HR and program managers regarding the drafting of position descriptions or other classification issues.
- C.7 Provide assistance to HR with classification or survey review activities, completing cost analyses as requested or providing position/budget data during periods of contract negotiation when DMS positions may be affected.
- C.8 Maintain confidential personnel file for each employee in the Division; monitor completion of performance evaluations as needed (e.g., annual evaluations, probationary reviews, etc.).
- C.9 Prepare Division hiring plans and coordinate implementation with each Bureau.

### 10% Goal D: Performance of other program and office support to the Administrator.

- D.1 Act as the Division Office Manager (DOM) for the division and Lead for the DOM team. This includes attending monthly meetings, setting agendas, collaborating on and resolution of agency wide issues and information.
- D.2 Provide oversight to forms management for the division, including: review of needed revisions, directing support staff to implement revisions, forms record-keeping, and assuring that record retention and disposal agreements are followed.
- D.3 Provide orientation and training to other office staff on financial transactions and agency systems (e.g., purchase orders, STAR, payments).
- D.4 Compile and report on division's monthly and quarterly metrics.
- D.5 Coordinate and develop DMS newsletter articles for the agency Pulse newsletter on a monthly basis.
- D.6 Update the intranet with DMS changes and/or additions to practices, policies and general information.
- D.7 Other duties as assigned.

### 10% Goal E: Serve as the lead worker regarding building or facilities planning projects.

- E.1 Identify and coordinate the resolution of division issues involving space and equipment needs.
- E.2 Oversee and direct facility designer on agency wide work regarding needed arrangements for electrical and telephone work, development and maintenance of office layout and floor plan, etc.; obtain estimates for contractual work as well as monitor work completeness and payments.
- E.3 Obtain updates and monitor issues related to department-wide parking, fleet, and facilities management. Provide updates to the Administrator and assist in problem resolution as directed.
- E.4 Provide office management support for the division. Work involves making arrangements for electrical and telephone work, develop and maintain office layout and floor plan, arrangement of office layout to allow for change in office staff and equipment, obtaining estimates and negotiate terms for contractual work, monitoring work through completion and direct payment.

**KNOWLEDGE AND SKILLS REQUIRED:**

1. Ability to effectively communicate orally and in writing.
2. Knowledge of computer software applications, including Microsoft Office Suite.
3. Knowledge of project management techniques, including the ability to organize work and priorities between multiple projects.
4. Knowledge of policy development, analysis, and implementation techniques.
5. Strong analytical and research skills.
6. Effective leadership skills.
7. Ability to develop and maintain effective liaison with a variety of people, organizations, etc.
8. Ability to build partnerships and utilize a variety of communication and/or outreach methods.
9. Considerable knowledge of administrative practices and procedures necessary to plan, implement and coordinate a variety of major programs or projects at the Division level.
10. Strong organizational skills.
11. Effective report writing and presentation skills.
12. Considerable knowledge of the basic principles of English, grammar and writing ability.
13. Knowledge of efficient file management and record keeping techniques.

**PERSONAL CONTACTS AND THEIR PURPOSE:** Considerable contact with staff and managers in the Division of Management Services (DMS) (e.g., Finance, Human Resources, IT) and other divisions on a daily basis to carryout the administrative policies and directives as well as to ensure effective processing of DMS requests/transactions.

This position will on occasion meet with the Department of Administration or other state officials to discuss division financial, budget and/or personnel matters. Occasional meetings with federal officials, university staff, private industry representatives, or other individuals interested in division programs may be required.

Work is coordinated through phone calls and/or personal contacts to provide program and division information.

**DISCRETION AND ACCOUNTABILITY:** This position provides confidential administrative assistance to the Administrator and other division managers. Programs are generally conducted within the broad guidelines of Wisconsin laws and operational procedures. This position further manages the process for filling all division vacancies and serves as a liaison to HR on personnel matters. The position develops and maintains DMS Policies and Procedures, including form or procedure revision, records management, etc.

**WORK ENVIRONMENT:** This is primarily an office position, but may have occasional travel for meetings or other assignments from the Administrator. Occasionally, problems develop which create a conflict environment which must be resolved in meeting the Department's goals and objectives and also be able to maintain good public image.